

## **TRAV 2210 - TRAVEL AND TOURISM (3 credits)**

### **Advanced Global Distribution Systems**

Covering the major airline Global Distribution Systems (GDS) with hand-on experience. Students required to make itinerary changes, connection selections, fare quotes, reserve cars and hotels, and convert currency. Advanced booking procedures for reserving tour packages and cruises also covered.

**Upon successful completion of the course the student should be able to do the following:**

1. Demonstrate advanced level airline Global Distribution System (GDS) skills when preparing complicated itineraries.
2. Recognize the best domestic and international airfares by interpreting the Global Distribution System (GDS) fare system.
3. Interpret airline procedures and policies for changing itineraries.
4. Demonstrate ability to make itinerary changes, connection selections, fare quotes, reserve domestic cars and hotels, and convert international currencies.
5. Reserve international cars and hotels and convert rates into U.S. dollars.
6. Identify preferred methods of developing passenger profiles for both leisure and corporate clients.
7. Evaluate, revise, and manage personal and office message queues.
8. Demonstrate the procedure for dividing passenger(s) from a Passenger Name Record (PNR) and reducing the number of passengers on a PNR.
9. Demonstrate advanced use of various industry computer booking systems for tour packages and cruises.

### **Topical Outline:**

1. Passenger Name Record (PNR) retrieval.
2. PNR segment status changes.
3. Advanced itinerary pricing.
  - a. Name select
  - b. Passenger type
  - c. Segment connections
  - d. Specific segment selections
4. Multiple combination fare quotes.
5. Rules display for fare quotes.
6. Passenger name changes/deletions.
7. Number in party reductions.
8. Passenger Name Record (PNR) divisions
  - a. Same surname
  - b. Multiple surnames
9. Car and hotel availability and reservations.
10. Action status codes.
11. Leisure and corporate profiles.
12. Queue management.
13. Pre-reserved seats.
14. Minimum connecting time.
15. Currency conversion.
16. Tour package and cruise booking systems advanced practice.